



Redkite Systems Hosted service FAQ's



100%

In a recent customer satisfaction survey our hosted customers gave us a score of **100%** for reliability, speed of response, resolution of query and courtesy.

Who manages the FREE hosting service?

Redkite Systems offer a FREE web hosting service. Rackspace plc provide the managed hosted server and this is supported by them on a 24 x7 x365 basis with a guaranteed uptime of 99.99%. Redkite Systems software is supported by ourselves.

Can any Redkite system be hosted?

Yes. The free hosting service is available to existing and new Redkite Systems customers and you can benefit from the hosted service for all Redkite Systems products.

As an existing customer can I switch to a hosted service?

Yes. Many of our clients have switched and we do not charge for moving your system? You can also move away from our hosted server, if you wish.

Can a hosted solution reduce initial and on-going costs?

Generally, the free web based hosting solution from Redkite Systems has been welcomed by IT staff as they do not have to provide servers or support. This is of special benefit to smaller companies. Savings can also be made on SQL Server user licences as these are included in the free hosting service for all Redkite Systems products.

We have a policy that prevents the use of external hosting?

Even where your company does not permit hosting we would recommend using the free hosted service in the initial set-up and training stages. This allows Redkite Systems support personnel to provide direct on-line help and clean any errors while you are on the telephone talking to us! We will move your system to your own web server on a date agreed with your IT department. Usually there is no additional cost for this provision.

Can a hosted solution reduce the time it takes to implement the system?

Past users have benefitted in reduced implementation times: the web based application means systems can be 'rolled-out' across your organisation instantly, no matter how geographically dispersed. There is no need to install software on your workstations*. All you need is a PC, tablet or smartphone with a Wi-Fi, 3G or 4G connection to the internet and, assuming you have authorisation, you can access your customised system portal.

A 'big bang' approach to implementation, where all locations become active on the same day, is often adopted by organisations who are replacing an existing computer based asset management system and already have equipment marked and, where required, bar-coded.

*Adobe Reader must be available for report generation. This is normally standard. MS Excel is required for certain management reports.



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Redkite Systems Ltd is the trading name for Performance Monitoring Systems Ltd



BS EN ISO 9001:2008 certified



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Is a hosted solution reliable and how quickly do you respond to requests for help?

A recent customer satisfaction survey amongst our hosted customers gave Redkite Systems a score of 100% for response times, speed of resolution of an issue and courtesy. Users who get 'stuck' or need an erroneous data entry removing find the free hosted solution of benefit as Redkite Systems support personnel (with your permission) can access your system and either point you in the right direction or carry out some data cleansing on-line without have to wait for access to in-house servers from internal IT personnel.

What happens when you undertake system maintenance?

The server is managed by Rackspace who guarantee 99.99% up time unless undertaking scheduled maintenance. Rackspace inform us that scheduled maintenance can take place whenever necessary. They do their utmost to ensure that the notice period is adequate for clients to take necessary action. The average notice period is approximately a week; however, this will depend on what the maintenance is for.

Very occasionally we will upgrade our servers or server software. Where we do this we will give you notice. The work will be undertaken between midnight and 04.00 am to minimise impact. Your system will rarely be down for more than 1 hour.

Are there any limits to the number of authorised users?

A corporate Redkite Systems license which includes the free hosted solution provides unlimited access to authorised users within your organisation.

Where can access to my hosted system be obtained?

Access can be from anywhere and on any device (PC, tablet or smartphone) linked to the internet. Users access your Redkite hosted systems via a web browser in the same way that you access any internet web site. Our clients have pointed out that an advantage of this is that authorised staff can access systems from any location, home or work. This is particularly beneficial for retained duty staff who must return to their normal place of work immediately following a "call-out" and home worker personnel. You are even permitted to allow your external contractors access, if required.

How secure is my data?

We take the security of your systems and the information they hold very seriously. Each customer has their own dedicated area on our secure hosted server and this is protected by a Thawte 128 bit SSL security certificate - the same level of security applied to internet retail sites where credit card details are held.

To comply with security concerns for some of our customers the Redkite systems and servers have been subjected to external penetration testing and have met the high standards that have been required.

Penetration testing involves independent organisations who are experts at behaving as "hackers" would behave using very sophisticated techniques to try to break into the systems and server.

No other customer has access to your area of the server.





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How often is my information backed-up?

Information is backed up incrementally on a daily basis with a full back up (systems and data) every week. The back-up is retained for 2 weeks.

What about Data Protection?

Redkite Systems comply with the eight principles of the Data Protection Act and will enter into a written contract with you identifying that we will only use the information we hold for enhancement, testing and support purposes. No other customer has access to your systems or your area of the hosted server.

Can data on the hosted server link to other systems both on and off your hosted server?

Redkite Systems can provide an API (subject to agreement) to interface with external systems such as Command and Control, Retained rota management and some Human Resource systems.

We want to host our own system. Can you recommend hardware?

Redkite Systems do not provide or recommend hardware or networks. However below is an outline specification the system provided by Rackspace as at 01 August 2014.

Operating System: Windows Server 2008 Standard Edition 64-Bit + Sophos

Processor: Quad Core

Memory: 8.0 GB – Enhanced

Drive and RAID Configuration: RAID 1 450 GB (15K SAS 3.5") - 2

Network: 100 Mbps

MS SQL Web Edition - 1x 4 Core

MS SQL 2008 R2

Encryption: 128 bit Thawte SSL (256 bit browser dependent)

Firewall: A fully managed firewall is also in place.



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